

PROGRAM SUPERVISOR II

DEFINITION: Under general direction, performs work of moderate difficulty in coordinating day -to-day supervision of a component program segment or unit where extensive policy development is absent; reports to a Program Manager, Department Manager or a Division Director; develops and sets procedures within the confinement of established policies to improve service delivery; performs related work as assigned.

Program Supervisor II manages small programs or elements of a larger program; elements of technical program complexity may be present; programs at this level are normally located within a department, program, agency, chapter or division; work force ranges from 10 – 40 personnel; professional and technical staff may be present.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Supervises and coordinates program segments or units of a department program or a division program; assures program responsibilities are in compliance with department and division objectives; major decisions and actions that arise are jointly pursued and/or shared with program managers or with upper level management positions that are in charge; policy changes are consulted with program directors or with upper level management.

Organizes and makes administrative decisions that may significantly impact on the respective program segment or unit, such as personnel, budget, procurement or similar administrative responsibilities which support and directly affect the operation of the overall program; plans, evaluates and improves program unit delivery; sets standards and goals for the overall program unit.

Identifies staffing levels and employee development requirements; establishes performance criteria; ensures compliance with budgetary limitations; provides accounting and expenditure control for program budget; develops and implements internal control mechanisms, procedures and guidelines to maintain program accountability; interacts with various government agencies engaged in similar program activities.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of modern principles and practices of program operations and planning, supervision and personnel management procedures and practices.

Knowledge of Navajo Nation, federal and state laws, regulations and guidelines governing aspects of tribal operations relative to program responsibilities.

Knowledge of budget and reporting systems, financial controls, program analysis and performance measures.

Knowledge of program operational activities, mission and client service requirements.

Skill in developing and analyzing program operating systems, procedures and controls, budgets and forecasts.

Skill in operating and developing, documents and reports, short and long-term plans and performance measures.

Skill in managing staff, and in maintaining an open communication and effective working relationships, providing advice and direction to subordinate managers, supervisors and staff.

Skill in the collection, analysis and evaluation of information to arrive at sound conclusions and recommendations.

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PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort in an office setting.

MINIMUM QUALIFICATIONS:

- A Bachelor's degree in Public or Business Administration or closely related field; and three (3) years of program related experience.

PREFERRED QUALIFICATIONS:

- Three (3) years program related experience two (2) of which must have been in a supervisory or lead capacity.
- Proficient in Microsoft Office software or other computer applications.
- FMIS Certification.

SPECIAL REQUIREMENTS:

- Possess a valid driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.